



STRESS LEVEL ON EMPLOYEES WORKING IN CORPORATE OFFICE

Sushma Nigam¹, Prof. (Dr.) Nandita Tripathi², Sonia Tyagi,³ Janki Kumari⁴

¹ Student, Department of Psychology, Amity University Greater Noida Campus

² Associate Professor, Department of Psychology, Amity University Greater Noida Campus

^{3,4} Assistant Professor, Department of Psychology, Amity University Greater Noida Campus

¹Email - sushmanigam4123@gmail.com

Abstract: *The impact of stress on employees working in corporate office environments is a growing concern, given the potential consequences for both individual well-being and organizational performance. With the assistance of key stressor characterization and the creation of focused stress management actions, this research project aims to thoroughly evaluate the stress levels of corporate office employees. Data will be collected from a 50 sample of employees using a questionnaire of perceived stress scale. Employee perceptions of stress vary depending on the workload, balance between life and work, job security, and interpersonal conflicts. These results will direct the creation of customized stress management programs that emphasize initiatives for work-life balance, mental health support, and workload distribution.*

Keywords: *Impact, Stress, Conflicts, Customized, Mental health support.*

1. INTRODUCTION :

Stress refers to a sensation of anxiety and pressure that may come from an array of life situations. It's the body's emotional and psychological response towards potentially difficult and stressful circumstances. Employee stress is the mental and physical strain individuals who work for an organization endure. Workplace issues include severe workloads, job unpredictability, disputes, and other problems related to what they do that may lead to stress. Stress Factor

Causes of Stress

- **Workload:** Meeting targets daily can lead to stress. Employees have to achieve daily targets and are expected to meet deadlines.
- **Job Insecurity:** Employee has a fear of losing their jobs due to low employment which can lead to stress.
- **Work-Life Imbalance:** Companies that do not support a healthy work-life balance may leave employees feeling strained, as personal, and professional lives become difficult to manage simultaneously.
- **Lack of Control:** Employees may experience stress when their work tasks, schedules, or decision-making processes can't be done on time.
- **Effects of Stress on Companies:**
- **Productivity:** Due to a lot of workload and targets employees lose interest in being productive which later on impacts employee mental health
- **Increased Absenteeism:** A heavy workload can lead to employee health which can impact taking sick leaves.
- **Negative mindset:** The environment in which an employee should work has to be stress-free a negative environment can affect the employee's mental health which later on increases the stress

Now that we know what stress is and what are the reasons that contribute to stress, we can see that work life and its imbalance can create a lot of stress in the employees. If there is an imbalance, in the work and life decorum, if there is less scope for growth, and too much micro-managing from senior management there can be a major dissatisfaction seen amongst the employees. If an employee is constantly stressed regarding their work, they are likely to feel less productive, disorganized disoriented and even fall behind on their work. In this study, we aim to see how much stress an employee goes through in their organization.



2. LITERATURE REVIEW:

Kavitha et al. (2012) Under the study they focused on the stress among women working in the IT sector, Chennai, and Coimbatore (2012) She focused on the stress that women face in a company and found that women have a lot of stress compared to men specifically married women.

P.S. Swaminathan, Rajkumar S (2013) in their study focused on the stress level in an organization which impacted employee behaviour. Examined how employees deal with stress according to their age, professional hours and type of job they do which impacted the work environment and found that each person is dealing with different type of stress and have unique problems and mainly focused on three factors.

Satija S. & Khan W. (2013) study on Emotional intelligence as a predictor of occupational stress among working employees. their attitudes and behaviours and how they manage the stress in the workplace and talk about occupational stress which is similar to job stress and find the connection between occupational stress and emotional intelligence.

Amir Shani and Abraham Pizam(2009) —worked on depression among employees working in a central Florida hotel and research was done to find work-related depression in individuals working in the hotel through the analysis they found the connection between work and occupational stress and discovered that the depression among employees working in the hospitality sector is there.

Viljoen and Rothmann, (2009) have looked into the connection between poor health, work stress and organizational commitment and research discovered that having low factors influenced by organizational stress and the main thing that contributed to this is anxiety regarding the layouts of jobs. Employees have to keep the balance between targets, job aspects and payrolls. These factors kept employees individual to have a low commitment to the MNCs.

Schmidt, Denise Rodrigues Costa; (2009) In the study they focused on the occupational stress among people working in surgical nursing staff. They measured the stress that nurses experienced during the hostel working hours and looked into the connection between occupational and job stress factors.

Li-fang Zhang et,al, (2009). The study was carried out about "teaching methods and employee stress among Chinese academics, they observed the teaching methodology and the concepts of positive conceptual changes and implied that the teaching should regulate the participant's self-rating skills and their detrimental to change.

Kayoko Urakawa and Kazuhito Yokoyama (2009) in their study they focused on the "Sense of coherence" may reduce the occupational stress on mental health among Japanese factory workers they studied the effects of positive and negative mental health in both males and females and found that male employees have a negative impact due to managerial roles and female have positive impacts. SOC played an important role in finding how they cope with the workplace stress.

J.E. Agolla et,al (2009). The study was about the police officer on Botswana police service. the author investigated the stress while working with symptoms and coping mechanisms among the police officers. He found that in the work while meeting with some accidents and injury caused the stress and exercise ,interacting with others, maintain proper diet and training were recognize as coping mechanism

Connolly, John F and Willock, Joyce and Hipwell, Michele and Chisholm, (2009) researched the well-being and stress with both occupational and psychological after university relocation and described how the five management factors work in stress like demand, support, role, relationships and change which can be examined by psychological psychosocial and job satisfaction.

Urska Treven, Sonja Treven & Simona Sarotar Zizek(2010) The study about Effective approaches to manage stress of employee. it tells about how employees feel stressed with expecting performing which results in poor performance and gives the management stress techniques that will be efficient in the organization they divided it into three stages transient stress, post-traumatic stress and chronic stress..

Khalid A. Et.al(2012), according to the study of any organization, stress and job is related to which author titled the "Role of supportive leadership as a moderate between job stress and performance. To perform well an employee needs strong leadership support even on stressful days good leadership can encourage an employee to perform well.

3. Objectives :

To study stress of employees working in corporate work to create a healthier, more productive work environment. Prevention of burnout among employees is of the utmost importance. This involves putting evaluations in place for effectively handling workloads, setting adequate standards, and making sure that employees have the tools and support required to handle the duties associated with their jobs. The enhancement of employees' state of mind is a crucial goal, and to achieve it, the workplace has to emphasize psychological well-being by offering mental health resources, fostering a stigma-free culture, and creating a mentally healthy environment.



4. METHODOLOGY AND APPROACH :

Data collection: Collected information from fifty workers in a corporate office about their stress levels. 50 employees were surveyed as the main source of data. Academic research and articles examples are of secondary. Data analysis: According to the information gathered from employees of various companies, 31 of whom are females and the remaining 19 are males, the survey revealed that employees are experiencing moderate levels of stress at work.

Materials Required:

Google Forms, perceived scale questionnaire, and statistical tool MS Excel are used.

Scope

The study can accurately assess a range of attributes, such as workload, balance between work and personal life, job security, and interpersonal issues, which lead to high-stress levels among employees in an office environment. Once we understand the major contributors of stress for an employee, we will be able to come up with solutions for stress reduction strategies, thereby providing them a sense of empowerment and ownership which evaluation to track the long- term effectiveness of stress management interventions and adapt them as needed.

Limitations

Sample Size: Research involving only 50 participants might not accurately represent the variety and complexity of the workforce, which limits the applicability of outcomes.

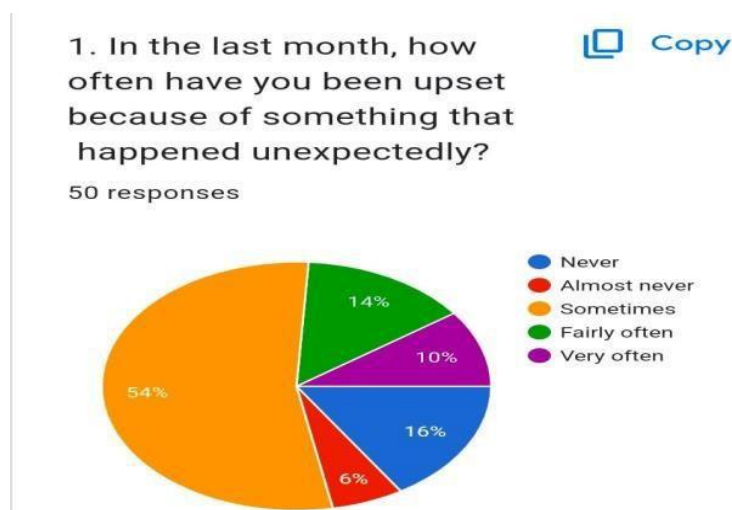
Self-Reporting Bias: Survey data from employees could not accurately reflect how stressed they are or could provide acceptable responses.

Subjectivity: Stress is one's own life, making evaluating it challenging. It can be hard to have a standardized measurement of stress due to individuals might experience and report stress in various manners.

Time Sensitivity: Stress levels can fluctuate over time, and the study may not be prepared to keep track of changes that take place in actual time.

External Factors: It can be harder to control external elements that affect employees' levels of stress, such as individuals related to personal or worldwide happenings like financial crises.

5. Results and Interpretation :



In the above figure we can see 54% of the employees are upset with the things that happened unexpectedly and the "never" category, at 16%, is the second largest slice of the chart. This reveals that an employee never experiencing stress in the "fairly often" category, occupying 14% of the pie, signifies a notable portion of the respondents who experience stress on a frequent but not constant basis. The "very often" category is the next segment, representing 10% of the pie chart. It indicates a significant but smaller group of individuals who reported experiencing stress quite regularly. Finally, the "seldom" category, encompassing 6% of the chart, is the smallest slice. This reflects the respondents who rarely encounter stress in their lives.

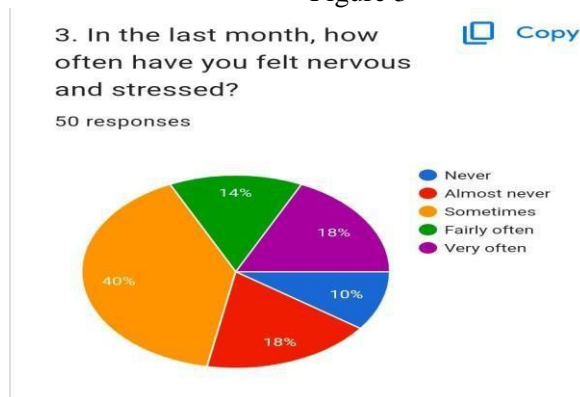


Figure 2



In the above figure, 38% are sometimes of the employees felt they couldn't control important things in life 16% fairly often, very often and rarely indicates that employees most of the time felt it more or quite often and the last category 12% represents the never which means employee never felt that they have does have control over important things.

Figure 3



In the above figure, we can see that 40% of the employees felt nervous and stressed 18% of the employees felt stressed very often and rarely 14% of the employees felt fairly often and lastly 10% of the employee never felt stressed or nervous.

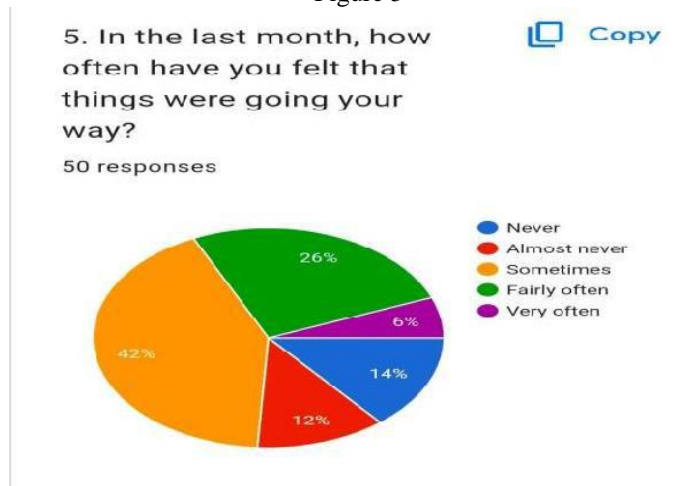
Figure 4



In the figure, we can see that 32% were very often confident in handling personal problems 30% felt fairly often and employee of 24% felt confident sometimes and lastly 10% of the employees felt almost never confident in their problem.

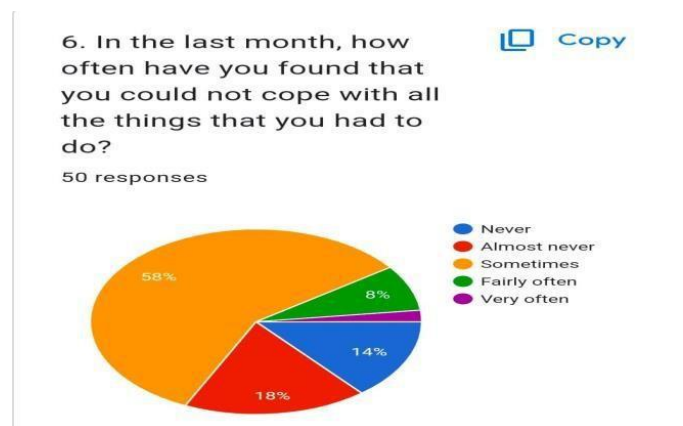


Figure 5



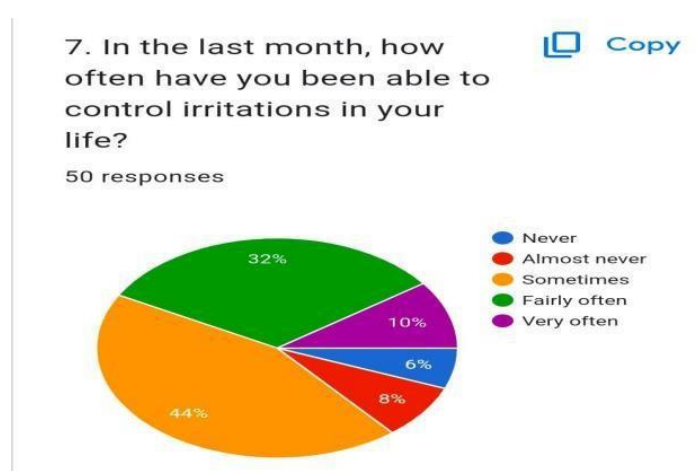
In the above figure, 42% of the employee felt sometimes things are going their way 26% felt fairly often, 6% felt very often things can go their way while 12% and 14% never felt that things are going their way.

Figure 6



In the figure, almost 58% of employees sometimes felt they could not cope with all the things that they had to do while 18% almost never felt it, 14% of employees never felt at the end only 8% of them felt they could cope up with the things.

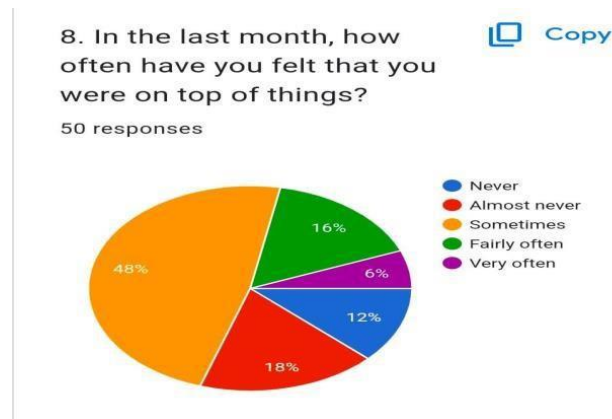
Figure 7



In the above figure, 44% of the employee sometimes can control their irritation while 32% can fairly often do it. The remaining 10% of the employees can do it very often 8% of the employees cannot control it almost never and at the end 6% of the employees are never able to control their irritation in life.

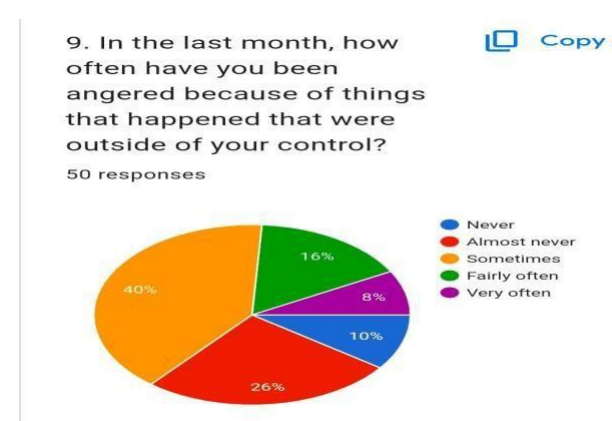


Figure 8



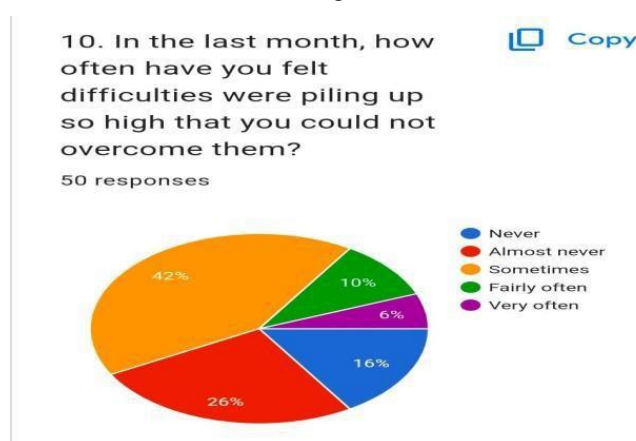
In the above image, we can see that 48% of employees felt that they were on top of things while 18% felt they were almost never on the top, 16% of employees felt fairly often and both 12 and 6% felt they were very often and never top on things.

Figure 9



In the figure, we can see that 40% of employees sometimes felt that things that happened that were outside their control angered them whereas 26% almost never felt that, 16% of employees fairly often felt that and 8% of employees very often in last only 10% of the employee never felt anger due to things happened that angered them.

Figure 10



In the above last figure, we can see that 42% of the employees sometimes felt that difficulties were piling up so high that they could not overcome them while 26% of the employees rarely felt it 16% of the employee had never experienced it both 10% and 6% very and fairly often felt that difficulties are so high they can't overcome.



6. CONCLUSION:

The study on stress levels among employees working in a corporate office emphasizes the complex relationship between workplace stress and employee well-being. We gained valuable insights into the challenges employees face, ranging from heavy workloads and job insecurity to interpersonal conflicts, through a thorough assessment of stress factors. In the research, we found that the stress in employees is at a Moderate level which can be due to many factors. These findings have influenced the development of targeted stress management interventions, with a focus on workload management, mental health support, conflict resolution, and work-life balance. Everyone wants peace in their lives, whether at work or home. Stress at work is an ongoing issue in today's lifestyle. It's developed towards the problem that needs to be fixed. The study noticed that high-level designated employees have low stress and vice versa. Employees are mentally, emotionally, and psychologically impacted by work stress.

REFERENCES:

1. Aasia Manzoor, Hadia Awan & Sabita Mariam, —INVESTIGATING THE IMPACT OF WORK STRESS ONJOB PERFORMANCE: A Study on Textile Sector of Faisalabad, Asian Journal of Business and Management Sciences ISSN: 2047-2528 Vol.
2. Amir Shani and Abraham Pizam, —Work-Related Depression among Hotel Employees, Cornell Hospitality Quarterly, Vol. 50, No. 4, 446-459 (2009).
3. Dr Jyotsna Codaty, — Key to Stress-Free Living, V&S publications, 2013, New Delhi, pp14,15,45,46.
4. How ICT Colossally Influenced the Education System (2022) N Tripathi,
5. ISO 26000-A Blended Approach of Corporate Social Responsibility (2021). DRN TRIPATHI.
6. Kayoko Urakawa and Kazuhito Yokoyama, —Sense of Coherence (SOC) may reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers, Journal of Industrial Health, Vol. 47, No. 5 pp.503-508.
7. Li-fang Zhang, —Occupational stress and teaching approaches among Chinese academics, Educational Psychology, Volume 29, Issue 2, March 2009, pages 203 – 219.
8. N Tripathi, IOT Based Surveillance System for Fire and Smoke Detection (2022) 5th International Conference on Contemporary Computing and Informatics.
9. P. Kavitha, Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore, Tier-I & Tier-II centres, SONA- Global Management Review, Volume 6, Issues 3, May 2012.
10. P.S. Swaminath, Dr S. Rajkumar, Stress levels in Organizations and their Impact on Employees' Behaviour, BVIMR Management Edge, Vol. 6, No. 1 (2013) PP 79-88
11. Rajesh Chandwani & Amit Gupta, —Job Stress and Performance, <http://tejas.iimb.ac.in/articles/24.php>
12. Sarvesh Satija and Waheeda Khan Emotional Intelligence as Predictor of Occupational Stress among Working Professionals, A Peer Reviewed Research Journal, Vol. XV Issue 1 March.
13. Schmidt, Denise Rodrigues Costa; Dantas, Rosana Aparecida Spadoti; Marziale, Maria Helena Palucci and Laus, Ana Maria, —Occupational stress among nursing staff in surgical settings, Texto contexto - enferm. [Online]. 2009, vol.18, n.2, pp. 330-337.
14. Semwal, R. (2023). Preserving and Marketing Rural Cultural Heritage through Homestays of Uttarakhand State. In S. Patwari & M. K. Bairwa (Eds.), *Recent Trends in Tourism and Hospitality* (1st, pp. 85–97). <https://www.researchgate.net/publication/365635848>
15. Semwal, R., & Singh, A. (2023a). Harnessing Homestays: A Promising Approach To Safeguarding Cultural Heritage. *International Journal of Multidisciplinary Educational Research*, 12(6(5)), 71–76. <http://ijmer.in.doi./2023/12.06.90>
16. Semwal, R., & Singh, A. (2023b). Unveiling the Potential of Homestays in Uttarakhand: Exploring Sustainable Tourism and Socio-Cultural Impacts. *International Journal for Innovative Research in Multidisciplinary Field*, 9(6), 65–72. <https://doi.org/10.2015/IJIRMF/202306010>
17. Stress & Stress Management, Clinic Community Health Centre, 870 Portage Avenue, Winnipeg MB Canada, January 2010, PP-4.
18. Tripathi, N. 2022. In India ,There is a link between TQM and TPM implementation elements and manufacturing sector business performance.
19. Tripathi, N. 2023. The Impact Of Instagram Travel Influencers On Sustainable Tourism: A Study On Digital Storytelling and Responsible Travel.
20. Tripathi, N. 2021. Corporate Social Responsibility And The Dynamics In The Indian Banking System.
21. Viljoen, J.P., & Rothmann, S. (2009). Occupational stress, ill health and organizational commitment of employees at a university of technology. *SA Journal of Industrial Psychology/SA Tydskrif vir Bedryfsielkunde*, 35(1), Art. #730, 11 pages. DOI: 4102/sajip.v35i1.730.